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TAMILNADU SINGLE WINDOW PORTAL

APPLICANT MANUAL

Issue of Assessment number for Property Tax

Directorate of Town Panchayats



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1. Home Page

- 1) The journey of the new applicant starts with Tamil Nadu Single Window Portal (TNSWP) homepage that can be accessed through <https://tnswp.com> website wherein it gives various information's, useful links, and functionalities about TNSWP.
- 2) **Applicants can reach the helpdesk Toll free number-1800-258-3878 and Helpdesk Email.**

TNSWP website
(www.tnswp.com)

Toll free number
and Mail Id



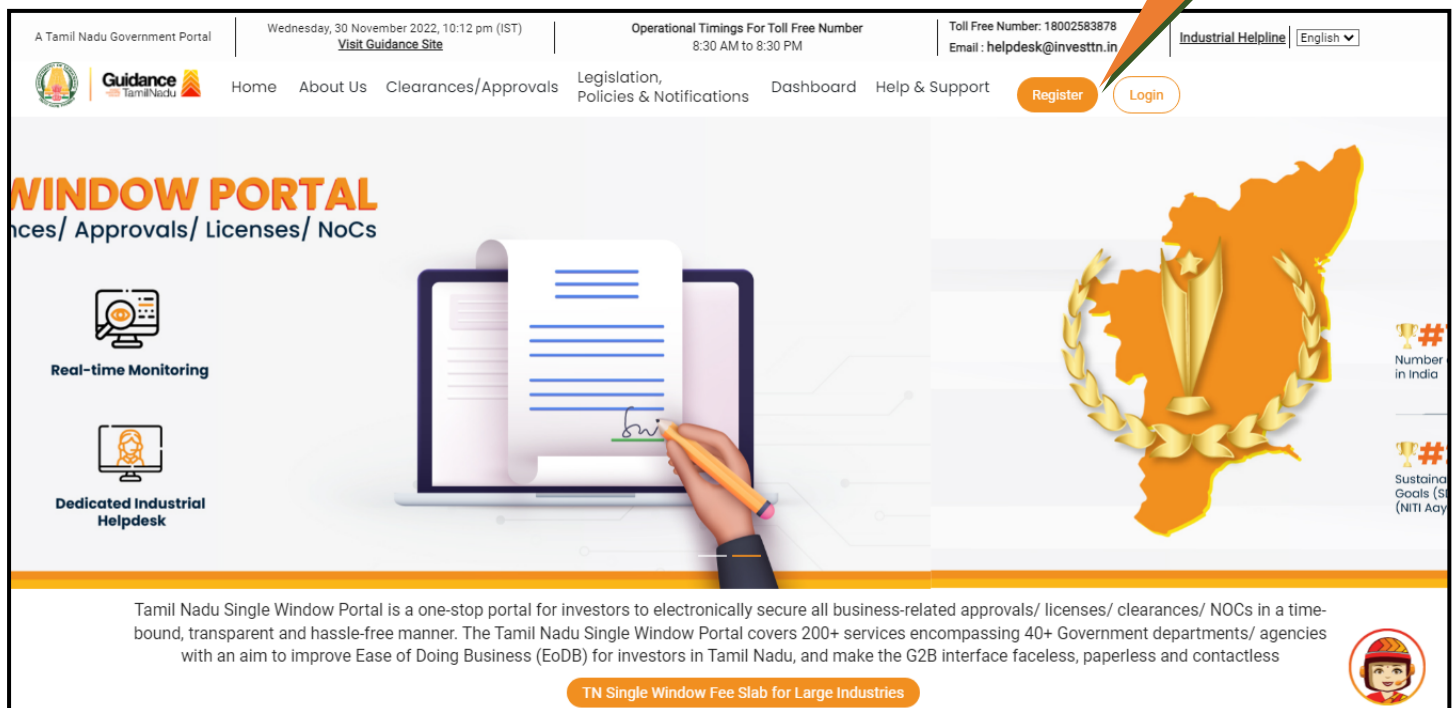
Figure 1. Single Window Portal Home Page

2. Registration

To access the TNSWP and to apply for various clearances the applicant needs to complete the Registration process.

1) Click on '**Register**' button on TNSWP.

**Register
on TNSWP**



A Tamil Nadu Government Portal | Wednesday, 30 November 2022, 10:12 pm (IST) | Visit Guidance Site | Operational Timings For Toll Free Number 8:30 AM to 8:30 PM | Toll Free Number: 18002583878 | Email : helpdesk@investtn.in | Industrial Helpline | English

Guidance TamilNadu | Home | About Us | Clearances/Approvals | Legislation, Policies & Notifications | Dashboard | Help & Support | Register | Login

WINDOW PORTAL
Clearances/ Approvals/ Licenses/ NoCs

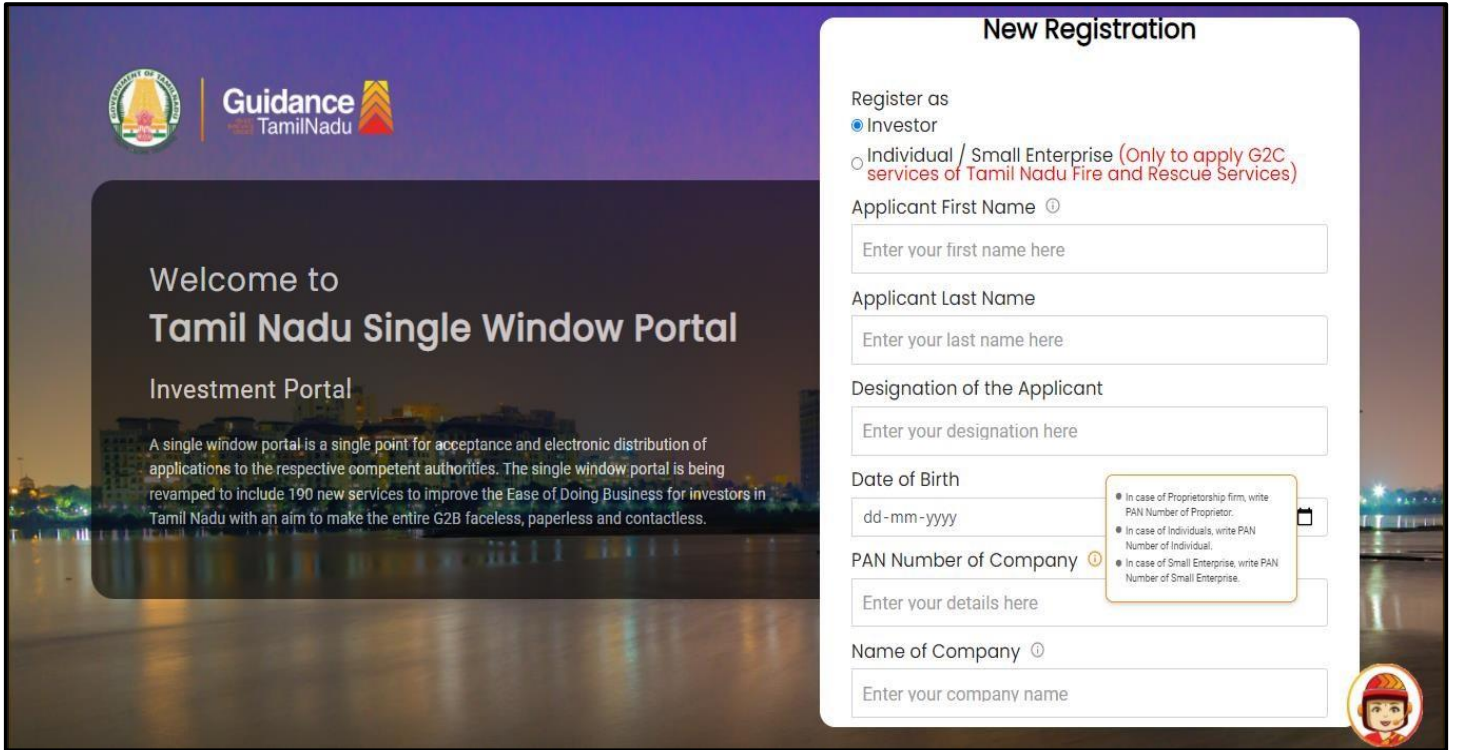
Real-time Monitoring
Dedicated Industrial Helpdesk


Tamil Nadu Single Window Portal is a one-stop portal for investors to electronically secure all business-related approvals/ licenses/ clearances/ NOCs in a time-bound, transparent and hassle-free manner. The Tamil Nadu Single Window Portal covers 200+ services encompassing 40+ Government departments/ agencies with an aim to improve Ease of Doing Business (EoDB) for investors in Tamil Nadu, and make the G2B interface faceless, paperless and contactless

TN Single Window Fee Slab for Large Industries

Figure 2. Register

- 2) New Investor Registration page will appear (Refer Figure 3 & 4)
- 3) Select the 'Investor' option and continue with the Registration process.
- 4) Only for applying Government to Citizen (G2C) fire clearances, click on option '**G2C clearances of Tamil Nadu fire and rescue clearances under the category individual/small enterprise**'.
- 5) The information icon ⓘ gives a brief description about the fields when the applicant hovers the cursor on these icons.





Welcome to Tamil Nadu Single Window Portal Investment Portal

A single window portal is a single point for acceptance and electronic distribution of applications to the respective competent authorities. The single window portal is being revamped to include 190 new services to improve the Ease of Doing Business for investors in Tamil Nadu with an aim to make the entire G2B faceless, paperless and contactless.

New Registration

Register as
 Investor
 Individual / Small Enterprise (Only to apply G2C services of Tamil Nadu Fire and Rescue Services)

Applicant First Name

Applicant Last Name

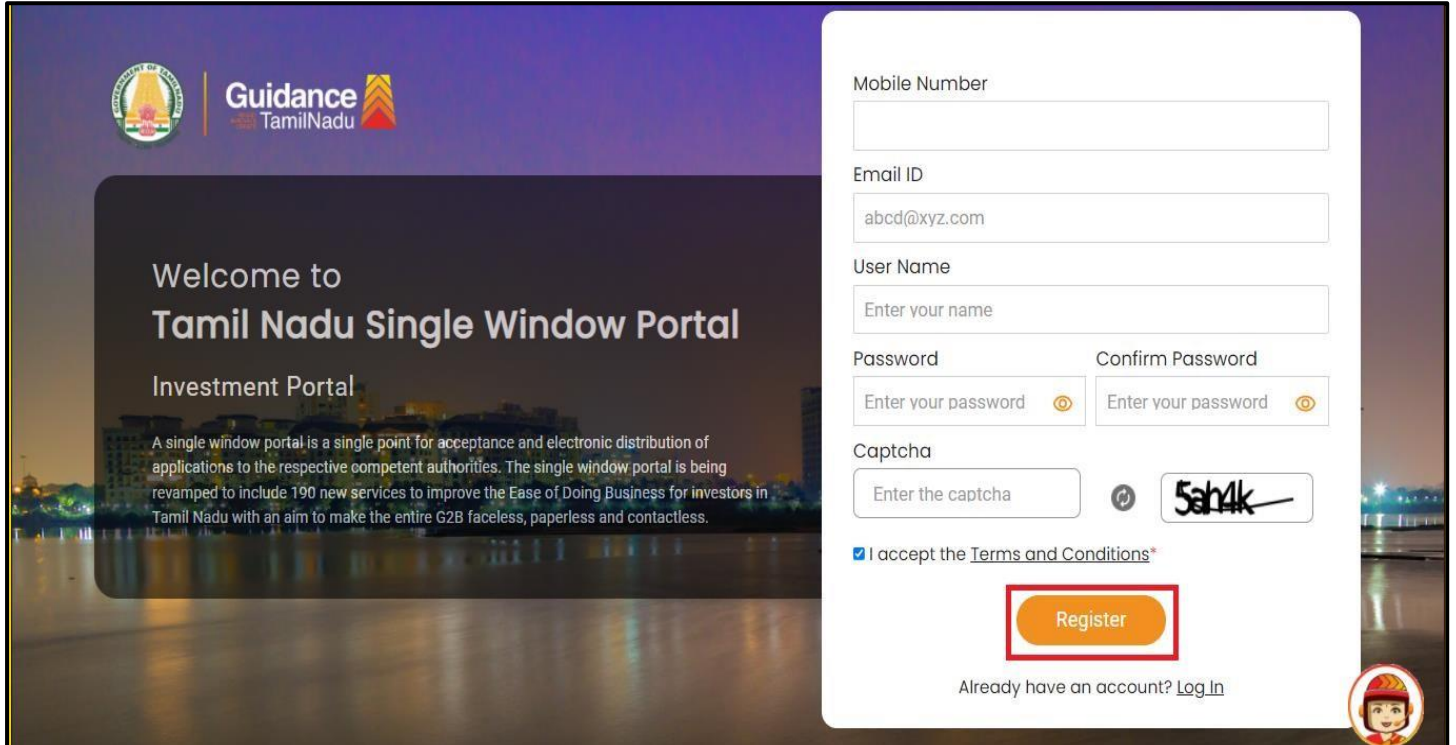
Designation of the Applicant


Date of Birth
 In case of Proprietorship firm, write PAN Number of Proprietor.
 In case of Individuals, write PAN Number of Individual.
 In case of Small Enterprise, write PAN Number of Small Enterprise.

PAN Number of Company

Name of Company

Figure 3. Registration Form





Welcome to Tamil Nadu Single Window Portal Investment Portal


A single window portal is a single point for acceptance and electronic distribution of applications to the respective competent authorities. The single window portal is being revamped to include 190 new services to improve the Ease of Doing Business for investors in Tamil Nadu with an aim to make the entire G2B faceless, paperless and contactless.

Mobile Number

Email ID

User Name

Password Confirm Password

Captcha 

I accept the [Terms and Conditions](#)*

Register

Already have an account? [Log In](#)

Figure 4. Registration Form Submission

- 6) The Email ID would be the Username to login the TNSWP.
- 7) Future communications would be sent to the registered mobile number and Email ID of the applicant.
- 8) Create a strong password and enter the Captcha code as shown.
- 9) The applicant must read and accept the terms and conditions and click on 'Register' button.

3. Mobile Number / Email ID – 2-Step Verification Process

- '2-Step Verification Process' screen will appear when the applicant clicks on 'Register' button.

- **Mobile Number Verification**

- 1) For verifying the mobile number, the verification code will be sent to the given mobile number.
- 2) Enter the verification code and click on the '**Verify**' button.

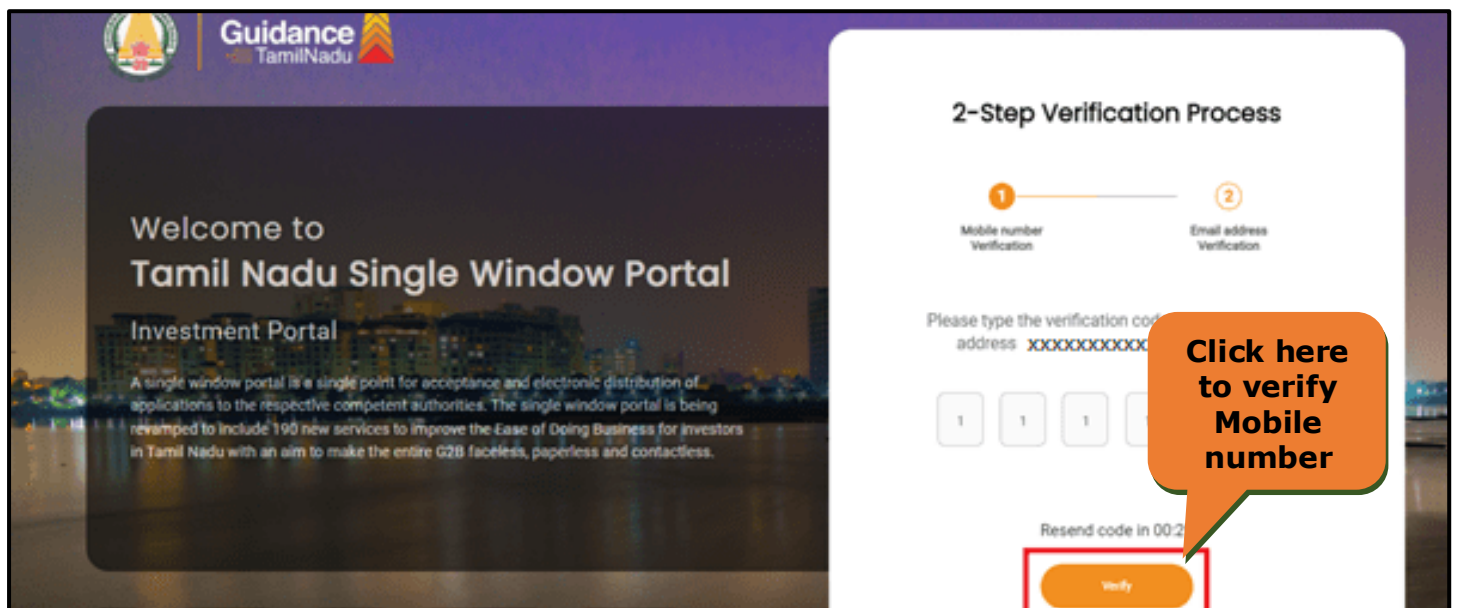


Figure 5. Mobile Number Verification

o **Email ID Verification**

- 1) For verifying the Email ID, the verification code will be sent to the given Email ID.
- 2) Enter the verification code and click on the **'Verify'** button.

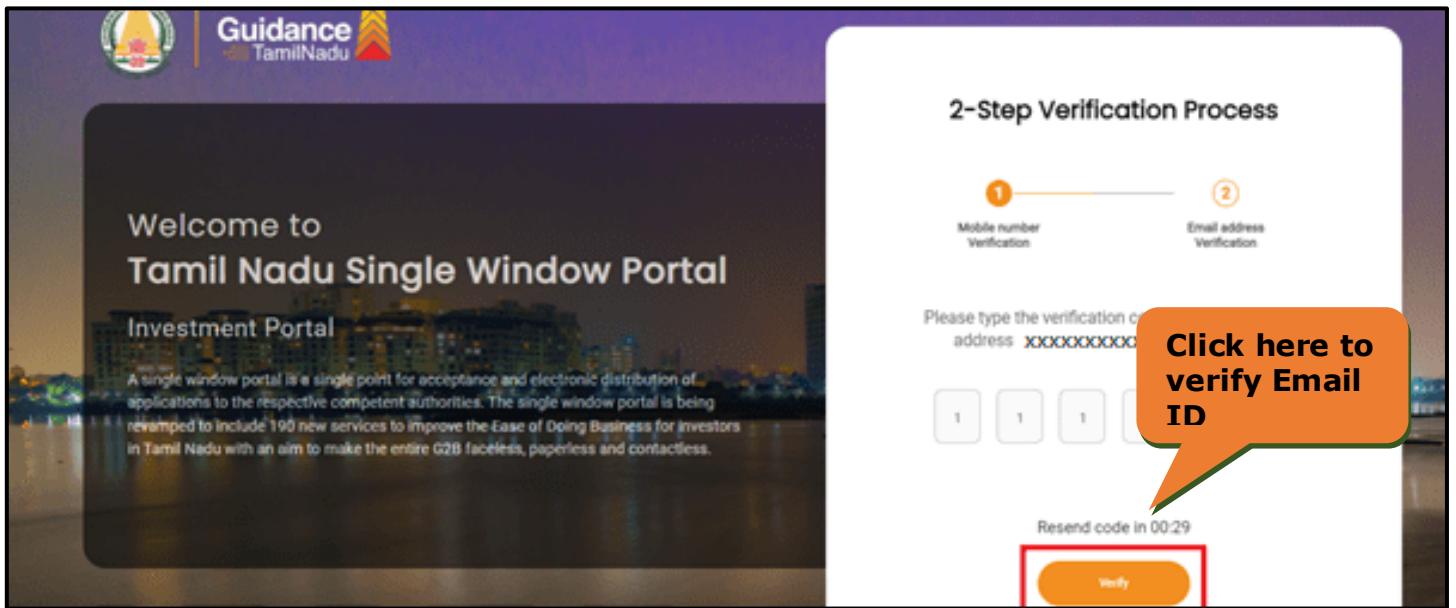


Figure 6. Email ID Verification

- 3) After completion of the 2-Step Verification process, registration confirmation message will pop-up stating as '**Your registration was successful**' (Refer Figure 7).
- 4) Registration process is completed successfully.

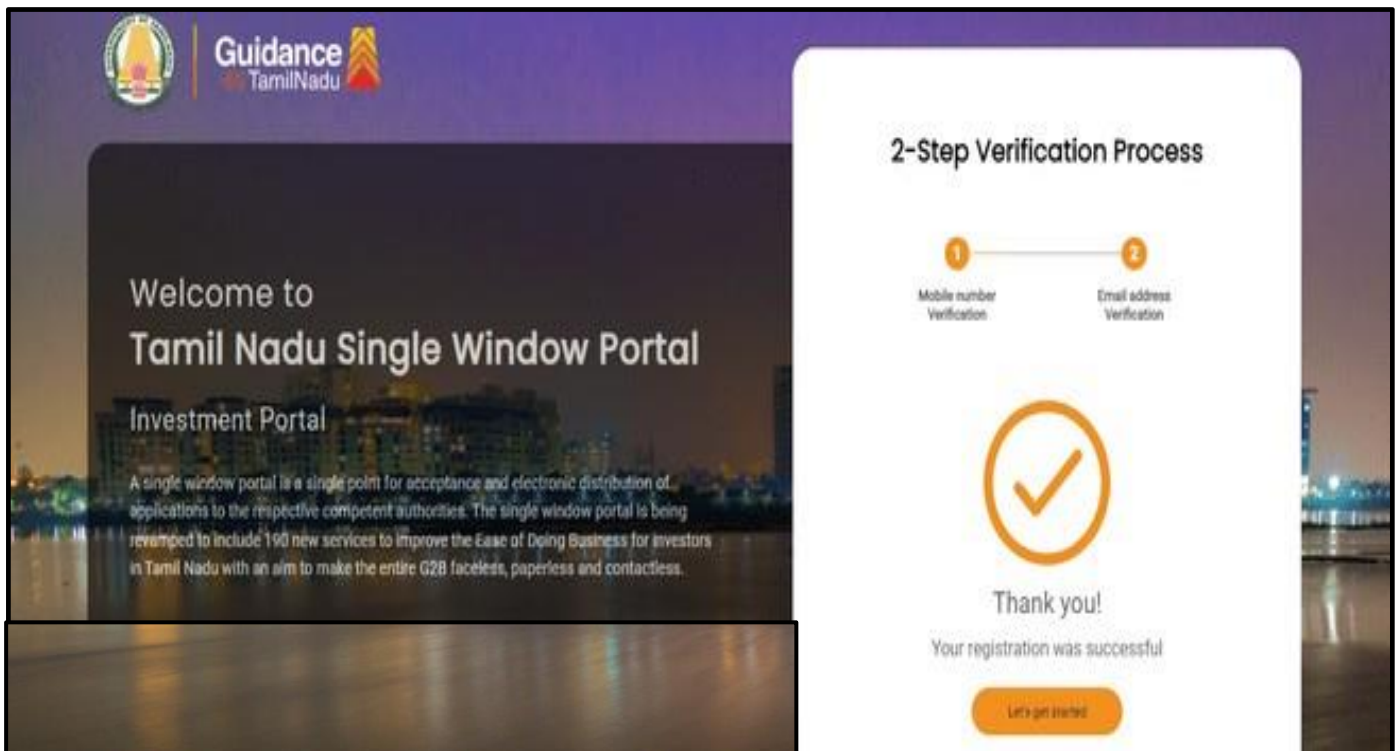


Figure 7. Registration Confirmation Pop-Up

4. Login

- 1) The applicant can login to TNSWP with the Username and Password created during the registration process.
- 2) Click on login button to enter TNSWP.

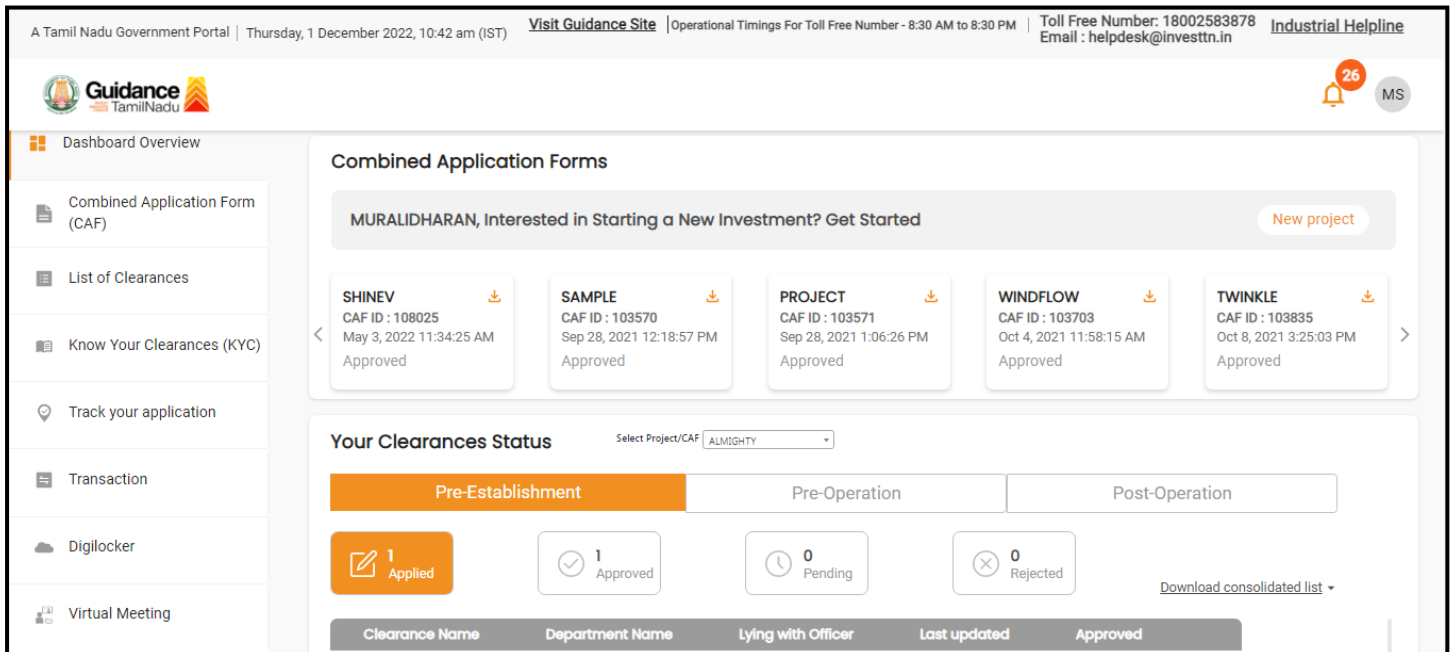
Login to TNSWP



Figure 8. Login

5. Dashboard Overview

- 1) When the Applicant logs into TNSWP, the dashboard overview page will appear.
- 2) Dashboard overview is Applicant-friendly interface for the Applicant's easy navigation and to access various functionalities such as Menu bar, Status whether the application is Approved, Pending, Rejected and Data at-a glance on a unified point.



A Tamil Nadu Government Portal | Thursday, 1 December 2022, 10:42 am (IST) | [Visit Guidance Site](#) | Operational Timings For Toll Free Number - 8:30 AM to 8:30 PM | Toll Free Number: 18002583878 | Email : helpdesk@investtn.in | [Industrial Helpline](#)

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Dashboard Overview

Combined Application Forms

MURALIDHARAN, Interested in Starting a New Investment? Get Started [New project](#)

SHINEV	SAMPLE	PROJECT	WINDFLOW	TWINKLE
CAF ID : 108025	CAF ID : 103570	CAF ID : 103571	CAF ID : 103703	CAF ID : 103885
May 3, 2022 11:34:25 AM	Sep 28, 2021 12:18:57 PM	Sep 28, 2021 1:06:26 PM	Oct 4, 2021 11:58:15 AM	Oct 8, 2021 3:25:03 PM
Approved	Approved	Approved	Approved	Approved

Your Clearances Status Select Project/CAF: ALMIGHTY

Pre-Establishment Pre-Operation Post-Operation

Applied 1 Approved 1 Pending 0 Rejected 0

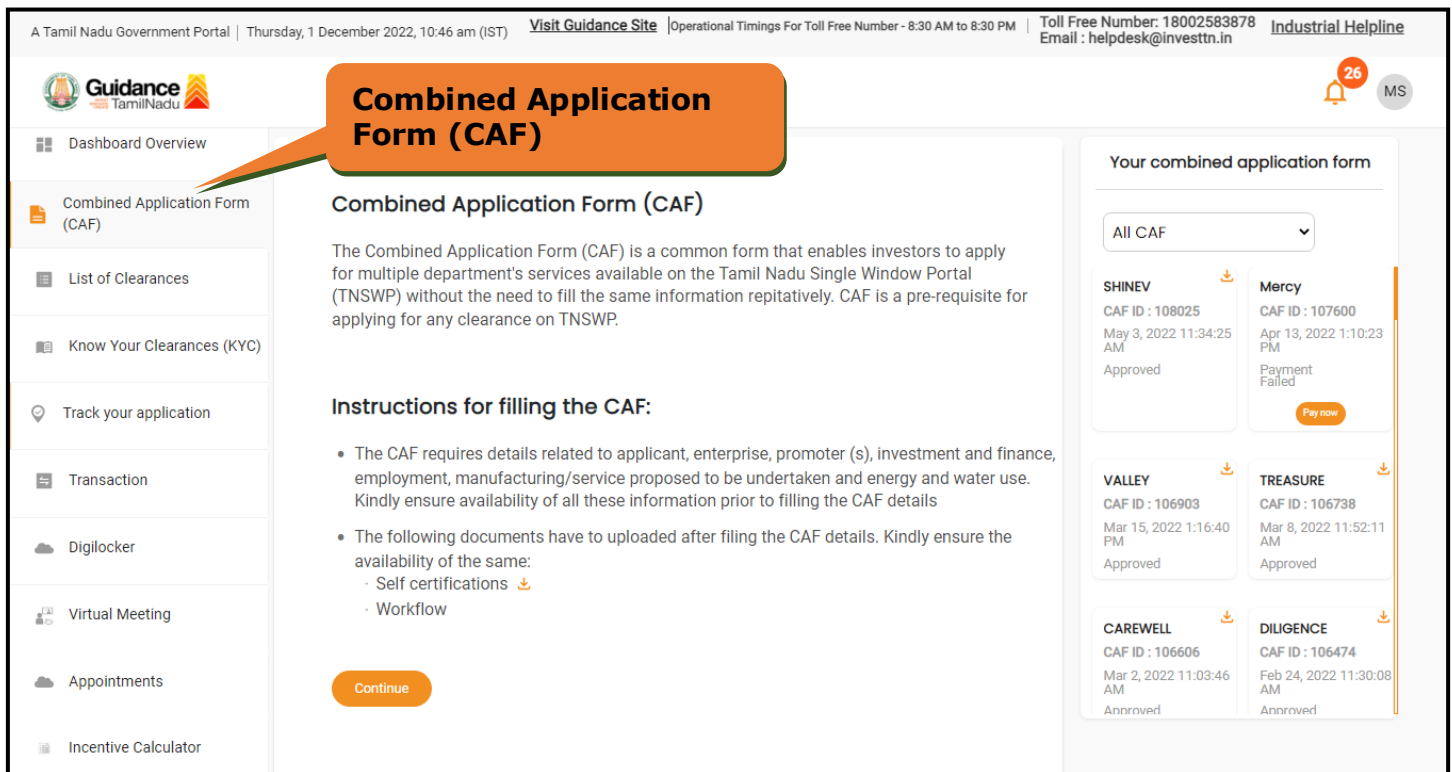
[Download consolidated list](#)

Clearance Name	Department Name	Lying with Officer	Last updated	Approved
----------------	-----------------	--------------------	--------------	----------

Figure 9. Dashboard Overview

6. Combined Application Form (CAF)

- 1) Prior to applying for various clearances on TNSWP, the applicant must create a project by filling in the combined application form (CAF).
- 2) Click on Combined Application Form (CAF) from the menu bar on the left.
- 3) The details which are commonly required for applying various clearances are stored in Central Repository through CAF. So, whenever the applicant applies for various clearances for a specific project, the details stored in CAF gets auto populated in the application form which minimizes the time spent on entering the same details while filling multiple applications.
- 4) The Overview of the Combined Application Form (CAF) and the instructions to fill in the Combined Application Form (CAF) are mentioned in the below Figure.
- 5) Click on '**Continue**' button to fill in the Combined Application Form.



A Tamil Nadu Government Portal | Thursday, 1 December 2022, 10:46 am (IST) | Visit Guidance Site | Operational Timings For Toll Free Number - 8:30 AM to 8:30 PM | Toll Free Number: 18002583878 | Industrial Helpline Email : helpdesk@investtn.in

Combined Application Form (CAF)

The Combined Application Form (CAF) is a common form that enables investors to apply for multiple department's services available on the Tamil Nadu Single Window Portal (TNSWP) without the need to fill the same information repetitively. CAF is a pre-requisite for applying for any clearance on TNSWP.

Instructions for filling the CAF:

- The CAF requires details related to applicant, enterprise, promoter (s), investment and finance, employment, manufacturing/service proposed to be undertaken and energy and water use. Kindly ensure availability of all these information prior to filling the CAF details
- The following documents have to uploaded after filing the CAF details. Kindly ensure the availability of the same:
 - Self certifications
 - Workflow

[Continue](#)

Your combined application form

All CAF

SHINEV CAF ID : 108025 May 3, 2022 11:34:25 AM Approved	Mercy CAF ID : 107600 Apr 13, 2022 1:10:23 PM Payment Failed Pay now
VALLEY CAF ID : 106903 Mar 15, 2022 1:16:40 PM Approved	TREASURE CAF ID : 106738 Mar 8, 2022 11:52:11 AM Approved
CAREWELL CAF ID : 106606 Mar 2, 2022 11:03:46 AM Approved	DILIGENCE CAF ID : 106474 Feb 24, 2022 11:30:08 AM Approved

Figure 10. Combined Application Form (CAF)

6.1 Sections of Combined Application Form

1) To complete the combined application form (CAF) the applicant has to fill 7 Sections of CAF as displayed in Figure 11. (**CAF payment tab** will be displayed only for large enterprises).



Figure 11. Section of Combined Application Form (CAF)

2) After filling the CAF details, the applicant has to upload the requisite supporting documents under '**Section 6: Supporting Documents**'

- **Self-Certification:**

- Download the template.
- Prepare the self-certification documents as per the instructions given in the template and upload.

- **Workflow:**

- Prepare and upload the business process flow chart.

3) After filling all the sections in combined application form (CAF), the applicant can submit the form.

4) When the applicant submits the combined application form (CAF), confirmation message will pop-up stating, '**Your request has been saved successfully**' (Refer Figure 12).

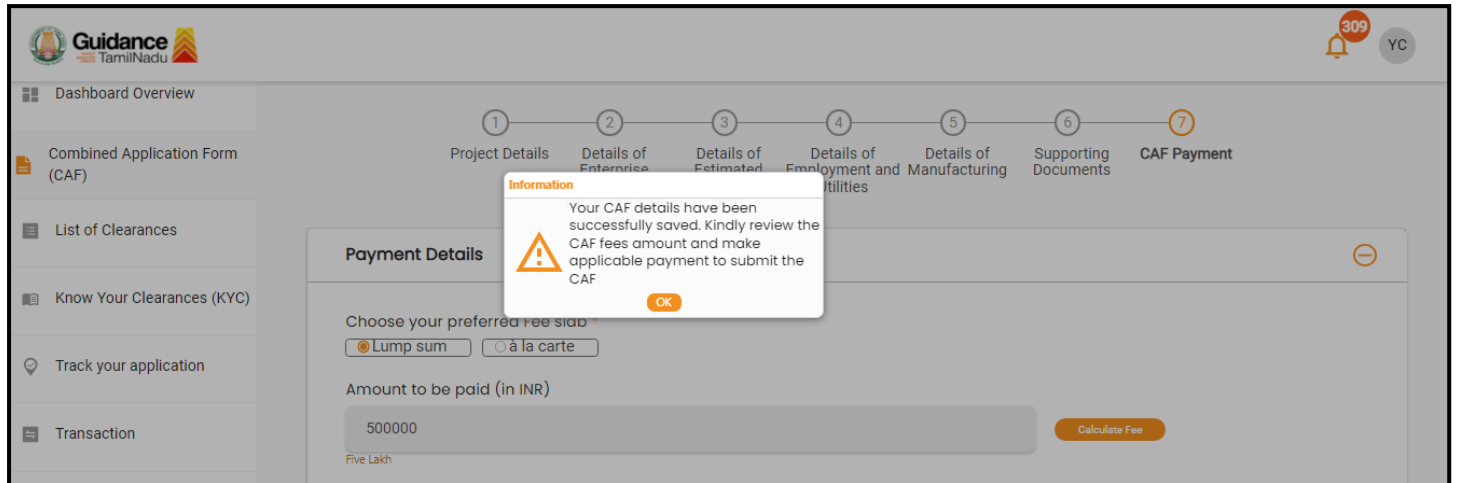


Figure 12. Combined Application Form (CAF) - Confirmation Message

Note:

If the applicant belongs to large industry, single window fee would be applicable according to the investment in Plant & Machinery or Turnover amount. [Clickhere](#) to access the Single Window Fee Slab.

7. Apply for Issue of Assessment number for Property Tax

Click on "List of Clearances"

List of Clearances

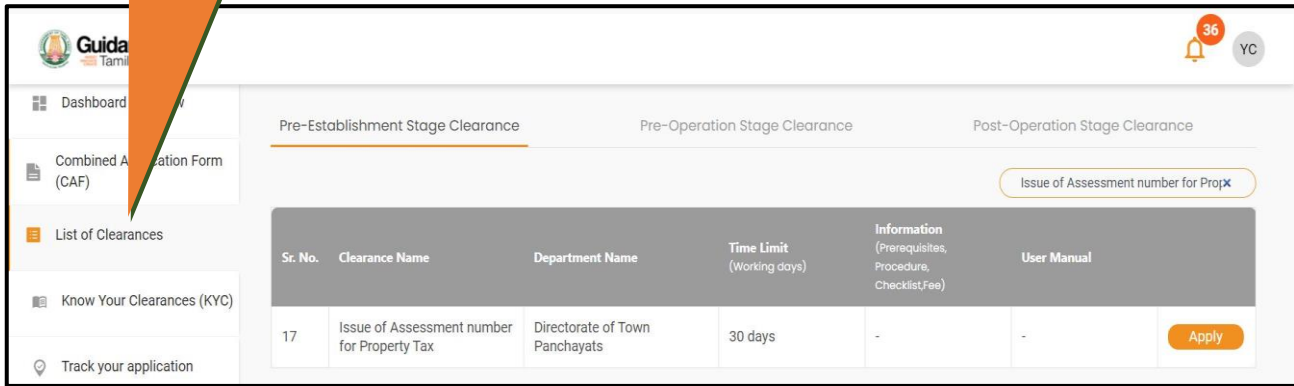


Figure 13. List of Clearances

8. The list of clearances is segregated into three stages.

- **Pre-Establishment Stage Clearance**
- **Pre-Operation Stage Clearance**
- **Post-Operation Stage Clearance**

9. Select 'Pre- Establishment Stage Clearance' and find the clearance 'Issue of Assessment number for Property Tax' by using Search option as shown in the figure given below.

Pre- Establishment Stage Clearance

Search for Clearance

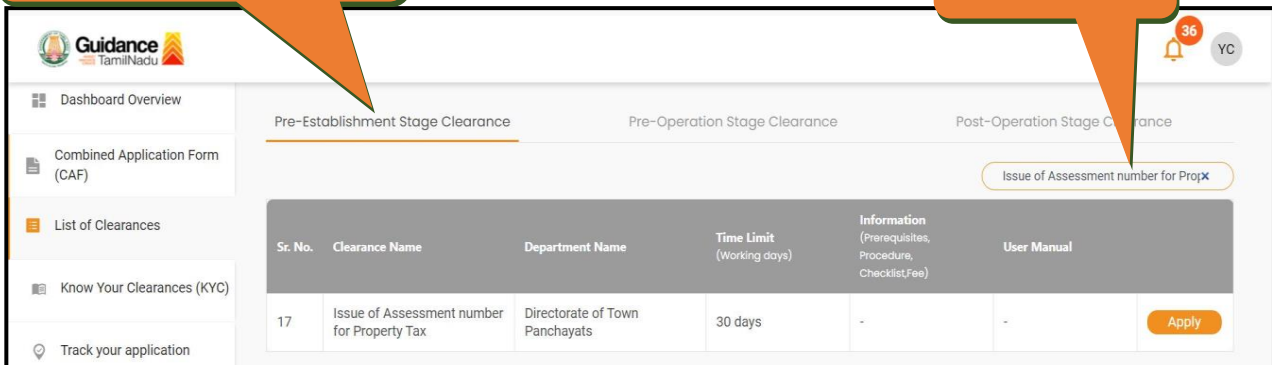


Figure 14. Search for Clearance

10. Applicant can view information on workflow, checklist of supporting documents to be uploaded by the applicant and fee details. Click on 'view' to access the information (Refer Figure 15)
11. To apply for the clearance, click on 'Apply' to access the department application form (Refer Figure 15).
12. The Applicant can apply to obtain license for more than 1 establishment using a single login, but the applicant must create multiple Combined Application Form (CAF) for each of the establishment

Apply for Clearance

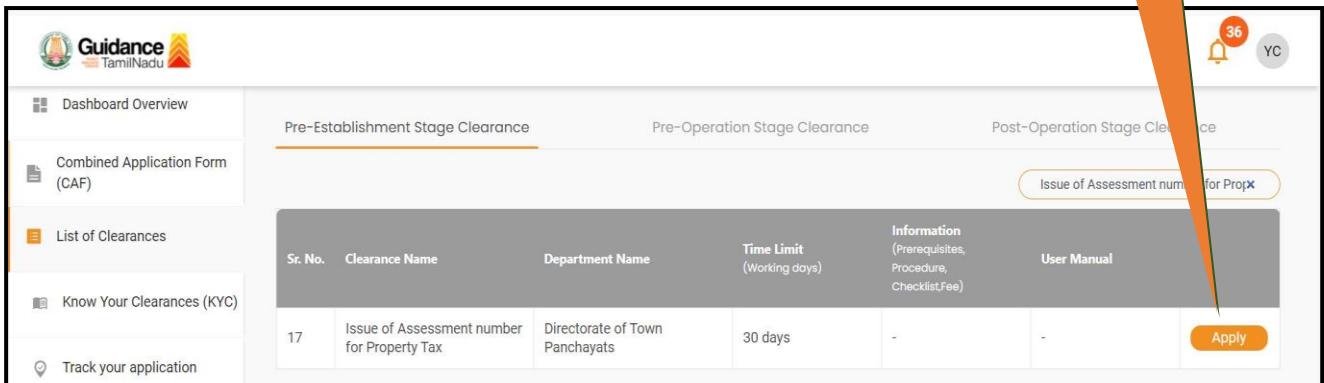


Figure 15. Apply for Clearance

1) Select **PROJECT / CAF** from the drop-down menu.

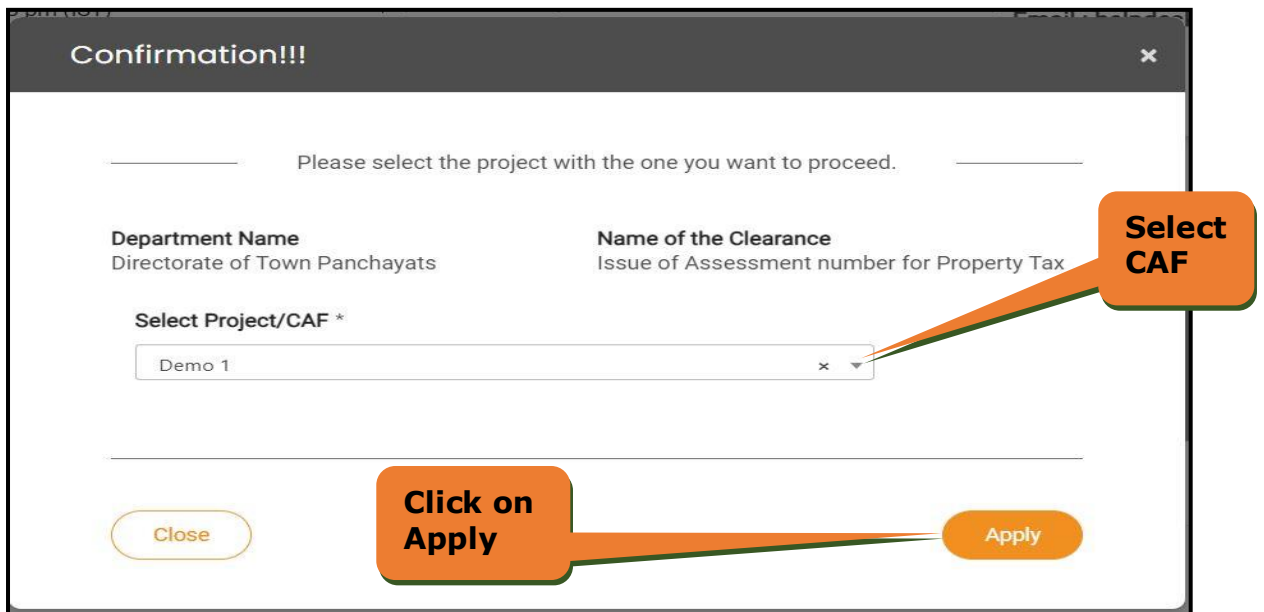


Figure 16. Project/CAF

2) Click on the Apply button and the Page would get redirected Issue of Assessment number for Property Tax.

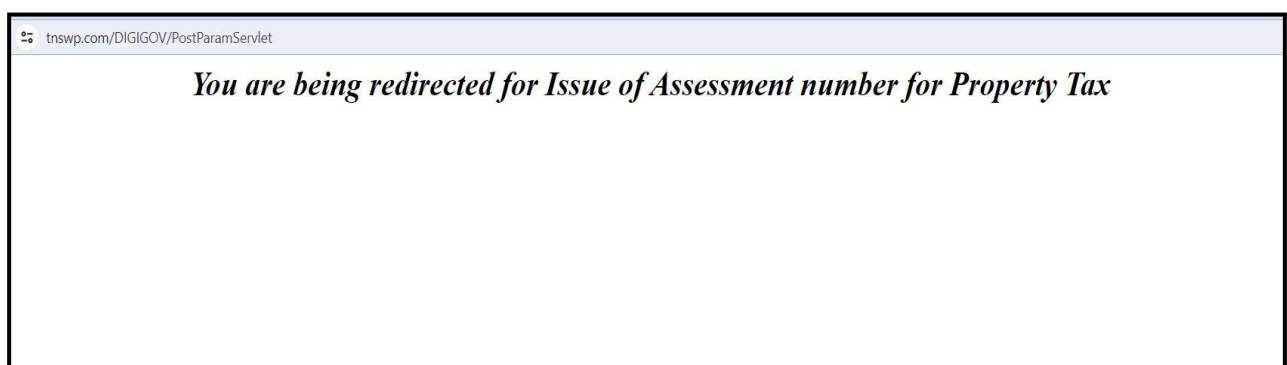


Figure 17. Issue of Assessment number for Property Tax

3) Enter all the mandatory details in the application for Issue of Assessment number for Property Tax.

The screenshot displays the 'Property Tax - New Assessment' form on the Directorate of Town Panchayats, Tamil Nadu website. The form is divided into several sections with dropdown menus and text input fields. The fields include:

- District**: Choose
- Town Panchayat**: Choose
- Name (in English)**: Text input
- Name (in Local Language)**: Text input
- Mobile No**: Text input
- Email Id**: Text input
- Building Licence No**: Text input
- Building Licence Date**: Date picker
- Block No**: Text input
- Door Number**: Text input with slashes
- Ward No**: Choose
- Street Name**: Choose
- Street Location**: Choose
- Building Zone**: Choose
- Building Sector**: Choose
- Building Usage**: Choose
- Building Type**: Choose
- Building Age**: Choose
- Total Area**: Text input (in Sq.ft)

Below the form, there are two tables:

Sl. No	Survey No	Sub Division No	Action Add
No Record Found			

Sl. No	Floor Name	Square Feet	Action Add
No Record Found			

Below the tables, there is a section for 'Document Enclosed(Maximum File Size : 5MB)' with a file upload area. At the bottom of the form, there are three buttons: 'Save Draft', 'Save', and 'Cancel'. An orange arrow points from the 'Save' button to a callout box.

Figure 18. Directorate of Town Panchayats

Click on 'Save'

Application Submitted

1) After the applicant has completed the application form, the application is submitted successfully to the Executive officer for further processing. The applicant can view the status of the application under **Track your application → Select the CAF from the Dropdown → All details**

The screenshot shows the 'Track your Application' page with the following details:

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
11	109708 - 125132	-	May 20, 2024 4:53:45 PM	Issue of Assessment number for Property Tax	May 20, 2024 5:39:35 PM	Under Process	Executive officer	30 days	On time	Actions

Figure 19. Status of the Application

Application Submitted

2) The application is submitted successfully to the Junior Assistant for further processing. The applicant can view the status of the application under **Track your application → Select the CAF from the Dropdown → All details**

The screenshot shows the 'Track your Application' page with the following details:

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
11	109708 - 125132	-	May 20, 2024 4:53:45 PM	Issue of Assessment number for Property Tax	May 20, 2024 5:39:35 PM	Under Process	Junior Assistant	30 days	On time	Actions

Figure 20. Status of the Application

8. Inspection Schedule

- a. The department schedules the date of appointment for inspection to be done for the specified institution
- b. The inspection date scheduled by the department is intimated to the user (Refer Figure 21)

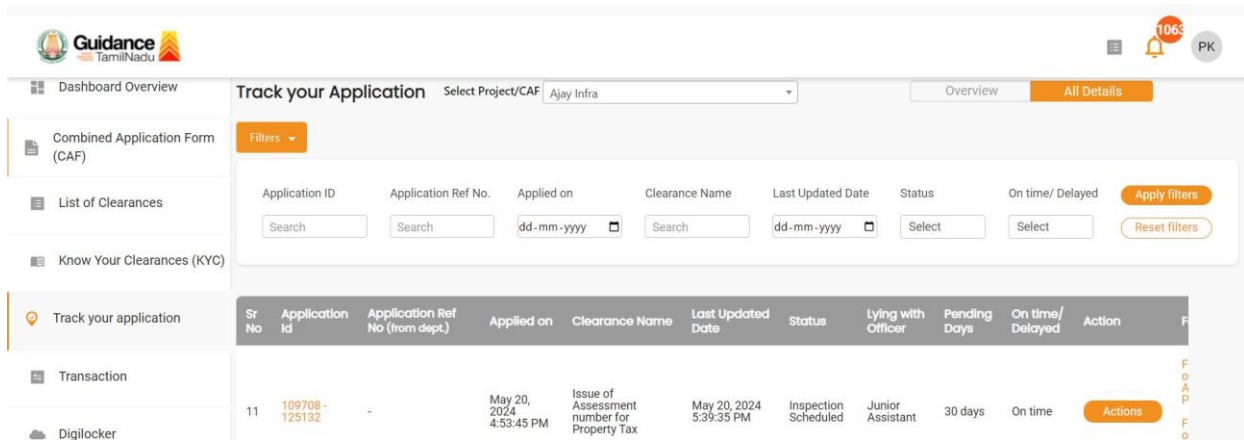


Figure 21. 'Inspection' tab

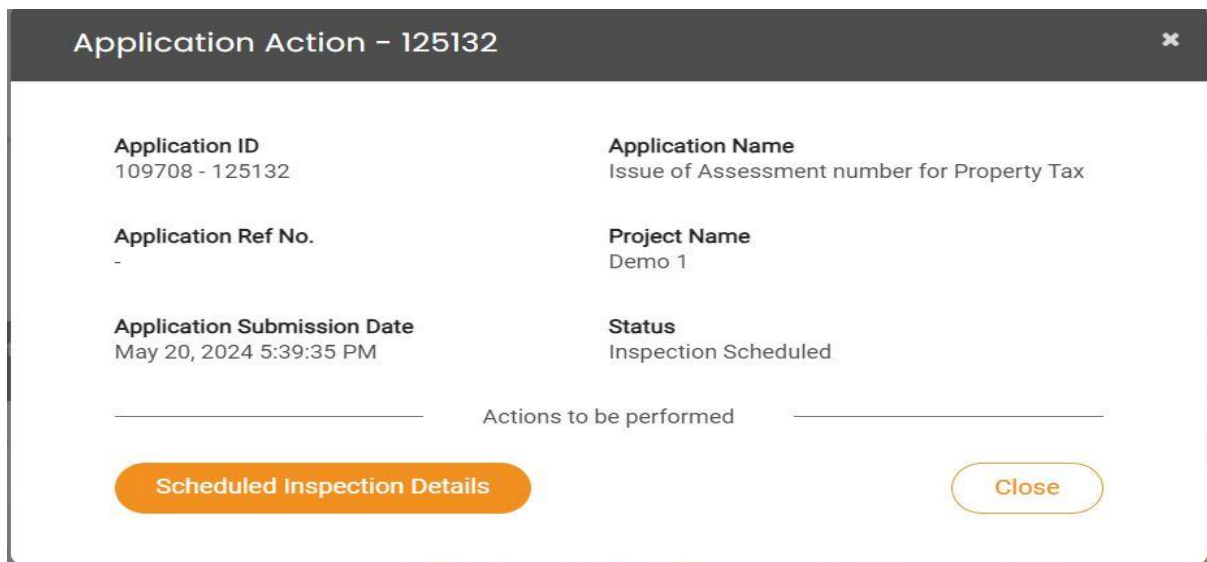
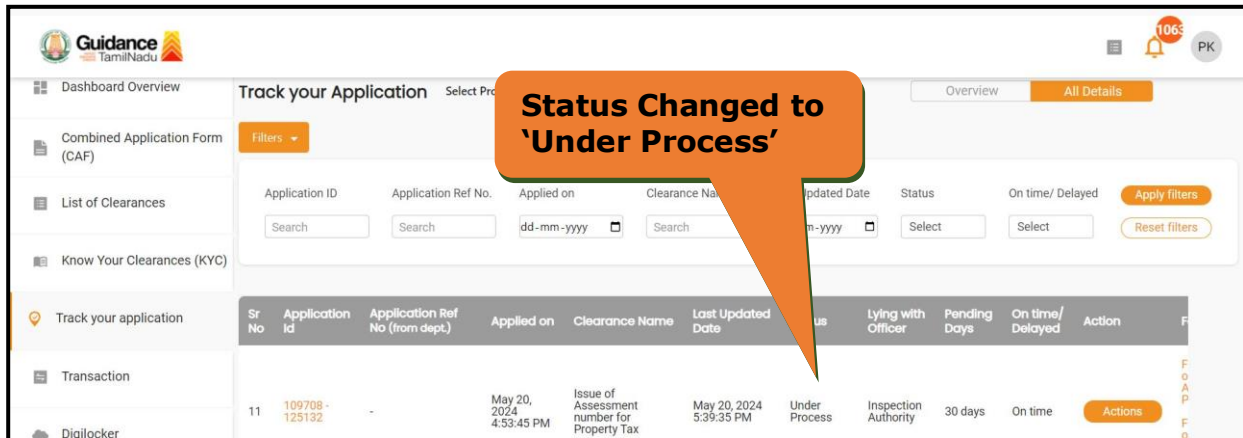


Figure 22. 'Inspection Scheduled'

Application Submitted

After the Inspection is completed, the Junior Assistant submits the Inspection report to the Inspection authority for Review.



The screenshot shows the 'Track your Application' page. A callout box points to the 'Status' column in the table, which displays 'Under Process'.

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
11	109708 - 125132	-	May 20, 2024 4:53:45 PM	Issue of Assessment number for Property Tax	May 20, 2024 5:39:35 PM	Under Process	Inspection Authority	30 days	On time	Actions

Figure 23. Inspection Authority

9. Query Clarification

- 1) After submitting the application to, **Directorate of Town Panchayats** the junior assistant reviews the application and if there are any clarifications required, the junior assistant would raise a query to the applicant.
- 2) Applicants would receive an alert message through Registered SMS/Email.
- 3) Applicants could go to 'Track your application' option and view the query under action items under the 'All Details' Tab.
- 4) Applicants could view the status as '**Need Clarification**' under the 'Status' column. Click on 'Action' button responds to the query as shown in the below figure.

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
11	109708 - 125132	-	May 20, 2024 4:53:45 PM	Issue of Assessment number for Property Tax	May 20, 2024 5:39:35 PM	Need clarification	Junior Assistant	30 days	On time	Actions

Figure 24. Need clarification

Application ID
109708 - 125132

Application Name
Issue of Assessment number for Property Tax

Application Ref No.
-

Project Name
Demo 1

Application Submission Date
May 20, 2024 5:39:35 PM

Status
Need clarification

Actions to be performed

Provide Clarification

Clarify Query

Close

Figure 25. Provide Clarification

- 5) The Applicant clicks on '**Provide Clarification**' button and responds to the Query.
- 6) The Application gets submitted to the department after the query has been addressed by the Applicant.
- 7) The Applicant clicks on '**Provide Clarification**' button and responds to the Query.

- 8) The Application gets submitted to the department after the query has been addressed by the Applicant.
- 9) The Status of the application changes from 'Need clarification' to '**Under Process**' after the Applicant submits the query.

Application Submitted

- 3) The Junior Assistant forwards the application form to the Executive officer submitted successfully for further processing. The applicant can view the status of the application under → **Select the CAF from the Dropdown** → **All details**

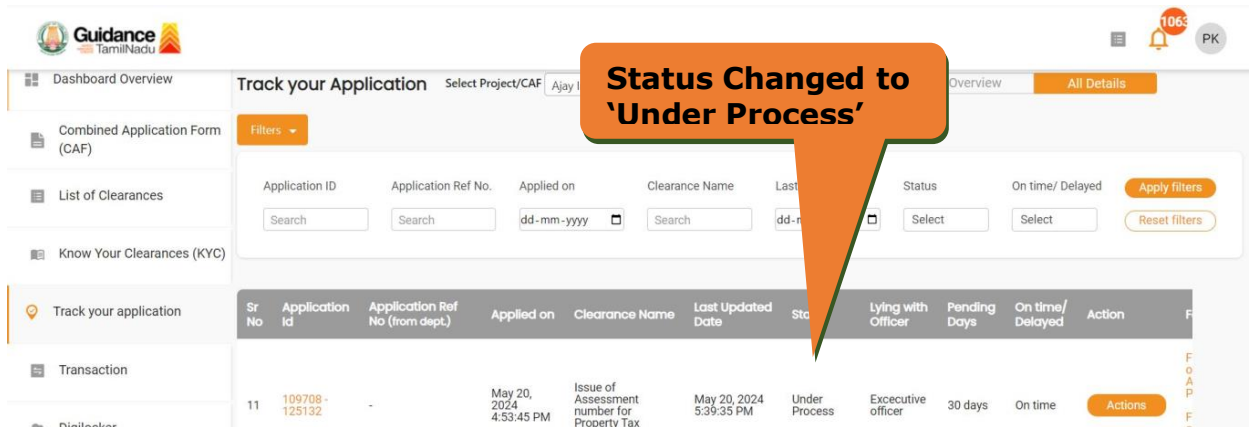


Figure 26. Status of the Application

10. Track Your Application

1) After submitting the application, a unique 'token ID' would be generated. Using the '**Token ID**' the Applicant can track the status of clearances by clicking on 'Track your application' option.'

2) Applicant to choose the name of the project created during CAF from the dropdown '**Select Project / CAF**' displayed at the top of the page.

- **Track your application– Overview Option**

By clicking on 'Overview' tab, Applicant can view the count of various clearance statuses as follows.

- **Total Pending Clearances**
- **Total Approved Clearances**
- **Total Rejected Clearances**

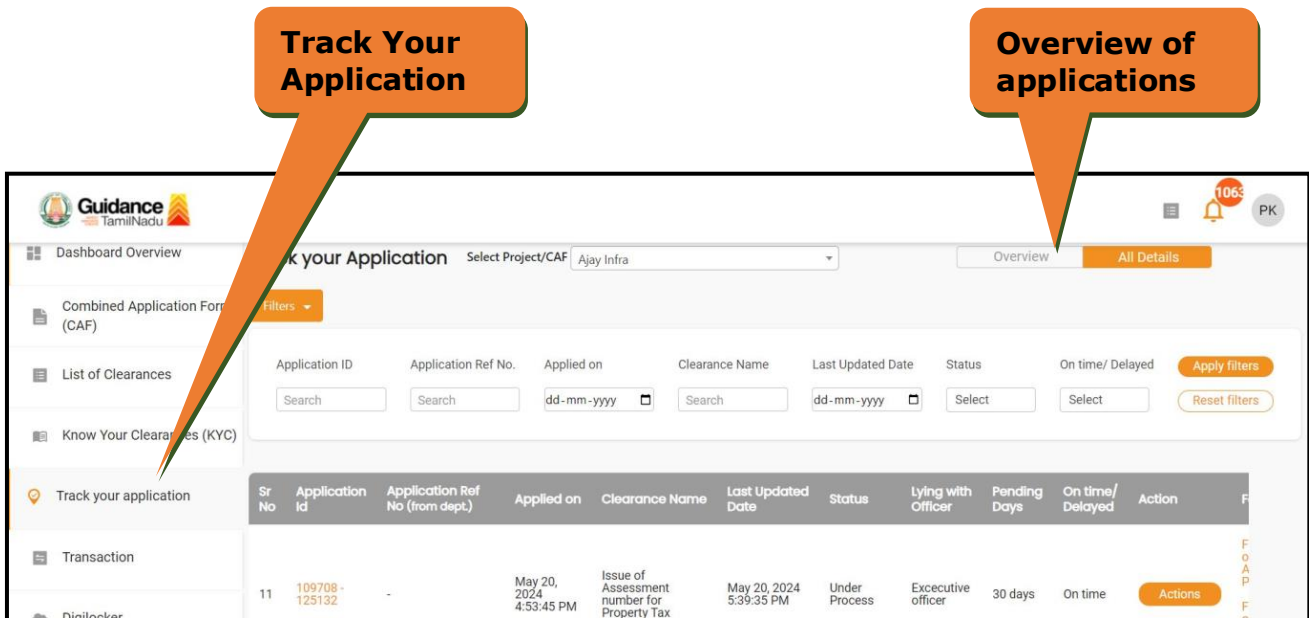
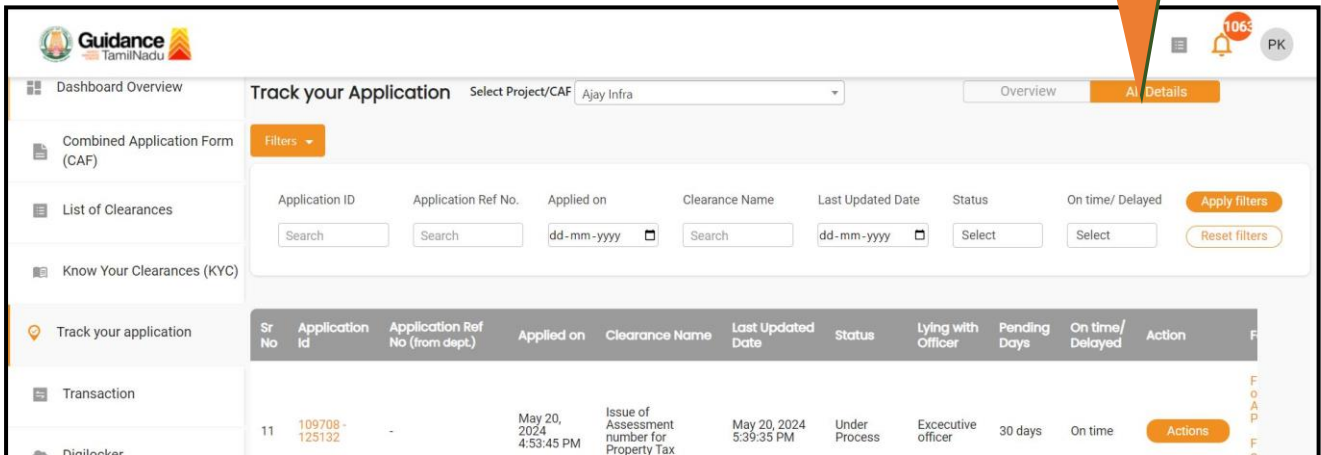


Figure 27. Track Your Application

- **Track your application– ‘All Details’ Option**

By clicking on ‘All details’ tab, Applicant can view the following statuses of the list of clearances applied for the specified project.

- **Applied on**
- **Last updated date**
- **Status of the application**
- **Lying with officer**
- **Pending days**
- **On time / Delayed Action**

Sr No	Application Id	Application Ref No (from dept.)	Applied on	Clearance Name	Last Updated Date	Status	Lying with Officer	Pending Days	On time/ Delayed	Action
11	109708-125132	-	May 20, 2024 4:53:45 PM	Issue of Assessment number for Property Tax	May 20, 2024 5:39:35 PM	Under Process	Executive officer	30 days	On time	Actions

Figure 28. ‘All Details’ tab

11. Application Processing

- 1) The Executive officer scrutinizes and reviews the application and updates the status as **“Approved or Rejected”**

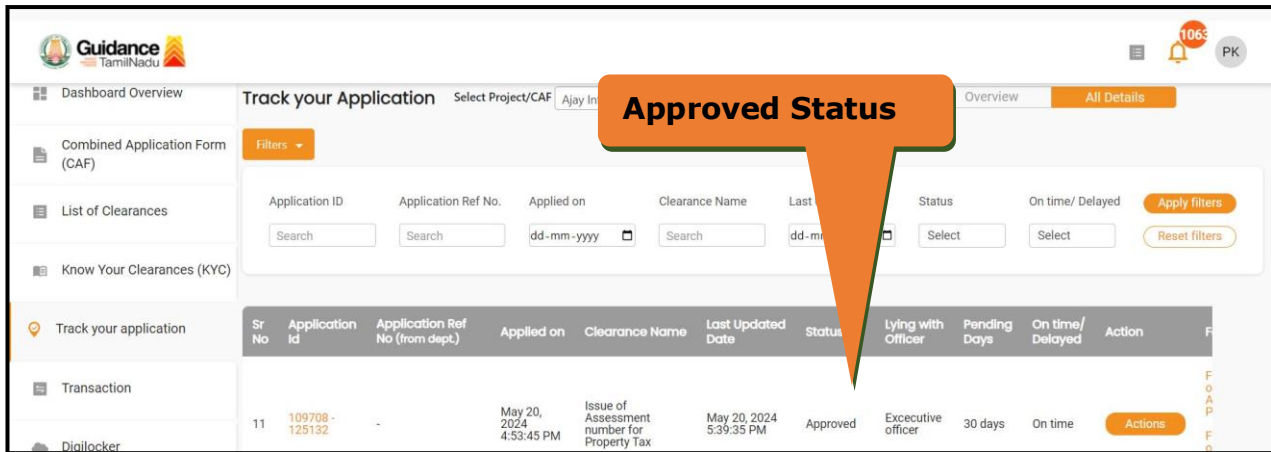


Figure 29. Application Processed

- 2) If the application is **‘Approved’** by the Executive officer, the applicant can download the Approval Certificate under **Track your application** – > **Action button** -> **Download Certificate** (Refer Figure 30)

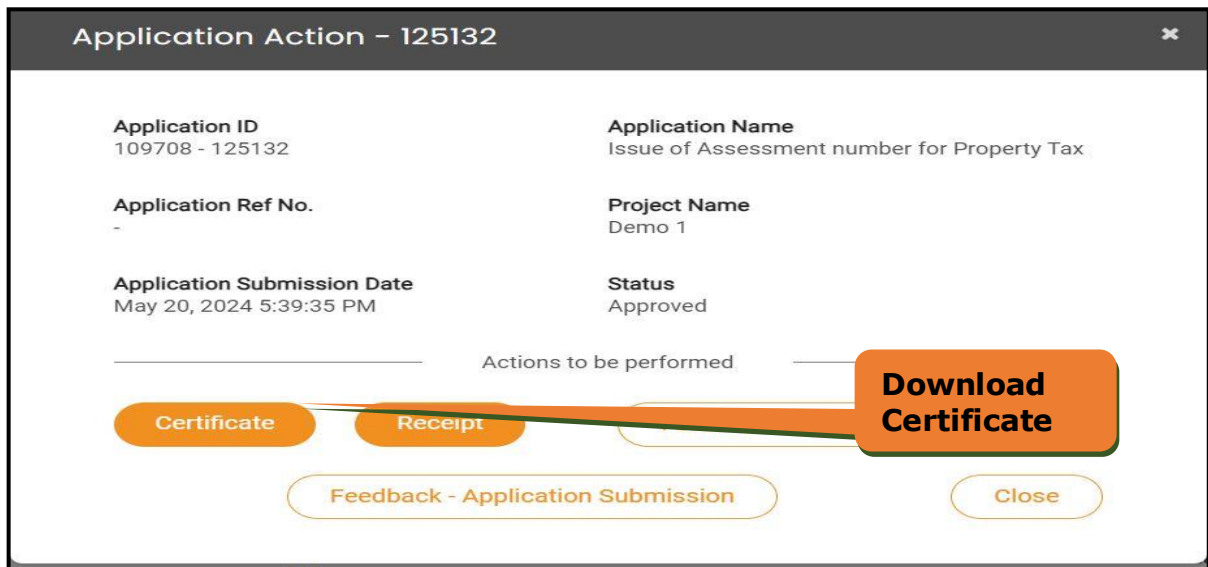


Figure 30. Download Certificate

3) If the application is '**Rejected**' by the Executive officer, the applicant can view the rejection remarks under the Actions Tab by the Executive officer. Applicant has to create a fresh application if the application has been rejected. (Refer Figure 31)

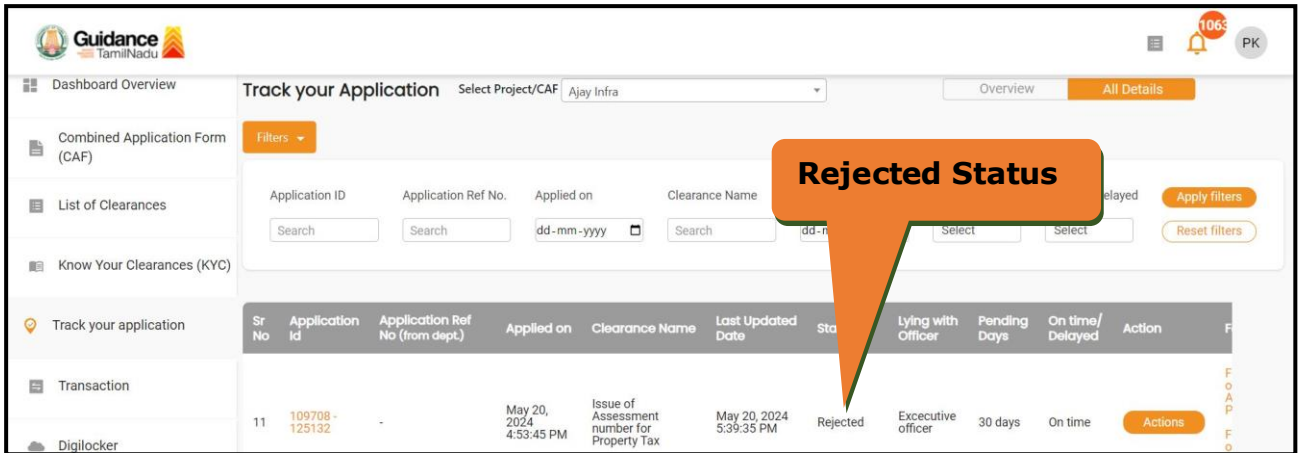


Figure 31. Rejected Status

